



CenterPoint Energy ⚙️
@CenterPoint



We continue to work day and night and expect to restore 80% of impacted customers by the end of the day Sunday, July 14 and expect to be able to provide estimated restoration dates for substantially all impacted customers on Friday, July 12. Read our latest update: centerpointenergy.com/en-us/corporat...

Electric Service
UPDATE



9:09 PM · 7/11/24 · **185K** Views

52 Reposts **51** Quotes **285** Likes **38** Bookmarks



CenterPoint Energy 🌟

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Our first priority is getting the lights back on and our 12,000-strong restoration workforce will continue to work day and night - a testament to our crews' hard work and dedication to restoring power as safely and quickly as possible.



9:46 PM · 7/11/24 · **71K** Views

14 Reposts **10** Quotes **171** Likes **9** Bookmarks



CenterPoint Energy
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...

Safety is our number one priority. We have received numerous reports of threats being made to our employees and crews.

We understand how difficult and frustrating it is for our customers to be without power, particularly in this summer heat. Our crews are working day and night in 16 hour shifts to restore power as safely and as quickly as possible. Our employees have deep roots in the communities we serve and the mutual assistance crews are far from home to help our community recover from Hurricane Beryl. We ask our customers that if they see our linemen, to please keep your distance and allow them to do their job to ensure a safe restoration.

We greatly appreciate all who have supported and uplifted our employees and crews during these challenging times and ask for your help in keeping them safe as they work hard on our behalf.



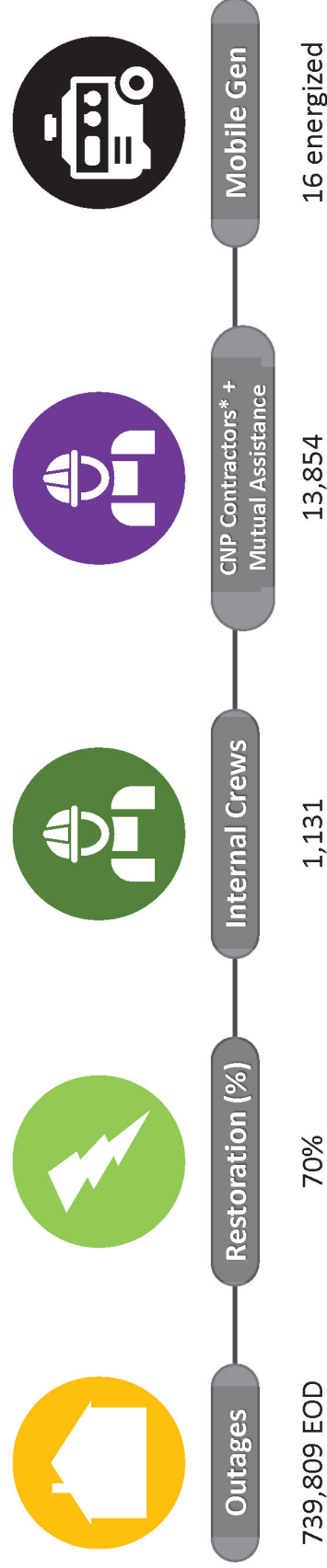
10:33 PM · 7/11/24 From Earth · 346K Views

168 Reposts 92 Quotes 1.1K Likes 82 Bookmarks

TAB 12

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Friday July 12, 2024





For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

CenterPoint Energy restores more than 1.4 million impacted customers

Houston — July 12, 2024 — CenterPoint Energy crews continued to work last night into the morning, and the company has now restored more than 1.4 million customers — ahead of its restoration expectations for today. In addition, today, CenterPoint will be providing estimated restoration dates for substantially all impacted customers who haven't already received one.

"We are encouraged by the tremendous progress we have made as we track ahead of our restoration expectations. We are not going to stop until every impacted customer is back online," said Lynnae Wilson, Senior Vice President, Electric Business. "Many of the outages we have resolved have related to trees and other vegetation damaging our electrical equipment in the sustained high winds we experienced during the storm. Since Monday, crews have replaced over 2,000 poles and addressed damage from more than 6,000 trees impacting lines and other electrical equipment."

Tree crews started working as soon as it was safe to go out after the hurricane passed. Since Monday afternoon, approximately 840 tree crews addressed damage from the thousands of trees to restore power. One tree can take multiple hours to complete depending on severity of the situation. Before our crews can begin to work on getting the tree off our facilities, they must ground for the lines in order to ensure the safety of our crews and the public.

Important Safety Reminders

- Stay alert — ask to see a company identification badge before allowing a utility worker in your home.
- You can always call CenterPoint and ask if an employee was authorized to visit your home.
- Always stay at least 35 feet away from downed power lines and damaged electric utility equipment.
- Treat all down and damaged equipment as energized and report it to the company.
- If using a portable generator, place in a well-ventilated area and never run it inside to avoid a dangerous build-up of carbon monoxide.
- Crews are working to safely restore electric service for you and your family; please be cautious around restoration crews and give them plenty of room to safely assess damage and make repairs.

CenterPoint's electric customers are encouraged to enroll in [Power Alert Service®](#) to receive outage details and community-specific restoration updates as they become available. For information and updates, follow [@CenterPoint](#) for updates during inclement weather events.

###



For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release





For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

CenterPoint Energy now expects to restore approximately 85% of impacted customers by the end of this weekend

Houston — July 12, 2024 – CenterPoint Energy's crews are now on track to restore power to approximately 85% of impacted customers by the end of this weekend, as crews continue to make strong progress in spite of this afternoon's challenging weather. In addition, CenterPoint expects to provide restoration dates tonight to substantially all impacted customers who have not already received one.

This afternoon, severe thunderstorms moved through the Greater Houston area, causing crews to pause work due to safety concerns. Notwithstanding those delays, the company has restored power to more than 1.5 million customers, which is ahead of its previous expectations.

"Despite this afternoon's weather, we are building on our momentum and currently restoring power at a stronger pace than we previously expected," said Lynnae Wilson, Senior Vice President, Electric Business. "We are deeply grateful to the men and women who are working tirelessly in hot, humid and stormy conditions to restore power to every last customer. As crews continue to work as safely and as quickly as possible, we ask for our community's help in keeping them safe."

Our commitment goes beyond restoration

To support our local communities during this challenging time, the CenterPoint Foundation is making contributions to the Houston Food Bank, American Red Cross of Coastal Bend, American Red Cross of Coastal Plains, 4B Disaster Response in Galveston, and Brazoria counties, Combined Arms and Catholic Charities. CenterPoint has also continued to work hand-in-hand with community partners to position mobile generation at cooling centers, hospitals, senior living facilities and water treatment plants.

CenterPoint's electric customers are encouraged to enroll in [Power Alert Service®](#) to receive outage details and community-specific restoration updates as they become available. For information and updates, follow [@CenterPoint](#) for updates during inclement weather events.

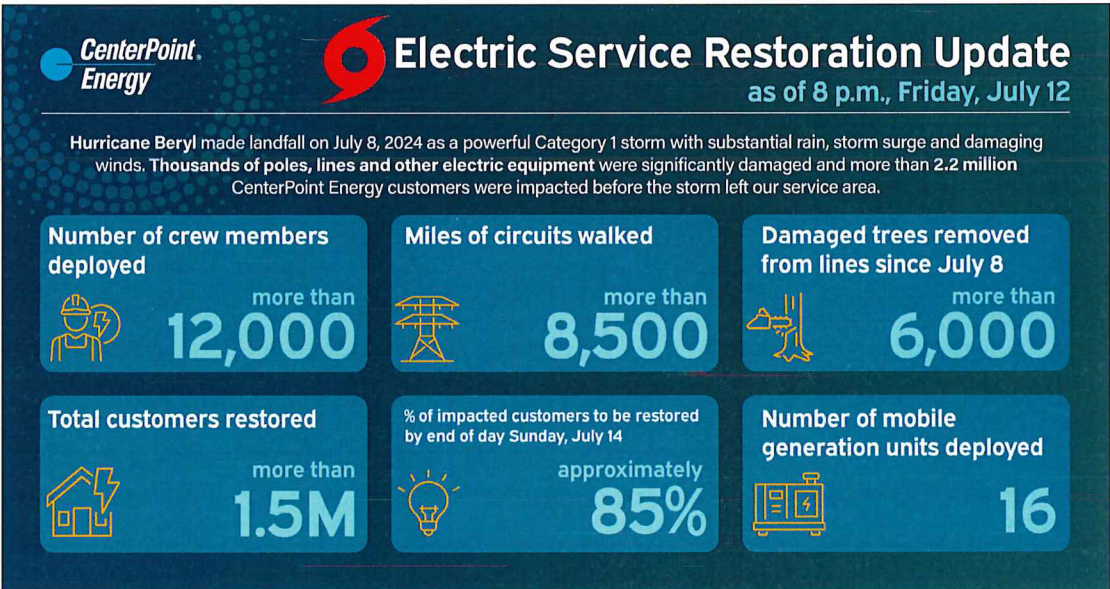
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Restoration efforts continue – follow the latest updates.

The past several days have been extraordinarily challenging for so many in our community who have been without power in the summer heat. Since Hurricane Beryl exited the Houston area, our crews, mutual assistance partners and countless others behind the scenes have been working tirelessly to bring back power as safely and as quickly as possible. As a result of these efforts, we are now on track to restore power to approximately 85% of impacted customers by the end of this weekend.

Here's what we have accomplished so far:



By tonight, we expect to provide estimated restoration dates for substantially all impacted customers to help them plan. As work progresses, we may be able to restore power sooner than expected.

Visit our [restoration status tracker](#) to stay informed about our efforts. We will update these maps as we receive more information. Keep in mind there may be conditions we uncover during repairs that could impact our restoration timing. If your home or the houses on your block don't have power, but others around you do, you may have a [nested outage](#), which occurs when our systems indicate power was restored to equipment in your area, but your home may be impacted by a more localized issue.

Please know that we are working diligently to address the issues on our system as safely and quickly as possible.

For more information visit our [Storm Center](#) and follow us on [X](#) (formerly Twitter) for real-time updates. Be sure to enroll in our [Power Alert Service](#)® for outage details, estimated restoration times and community-wide updates.

[Click here](#) to view a full-sized version.

Lea esto en español

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1111 Louisiana Street | Houston, Texas 77002

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CenterPoint Energy 🌞
@CenterPoint

...

Morning, Houston! Linemen are headed out to continue restoration efforts. Gentle reminder to allow access to crews if they are entering your property, all employees and contractors carry identification and will present it upon request.



9:25 AM · 7/12/24 · 111K Views

40 Reposts 18 Quotes 417 Likes 10 Bookmarks



CenterPoint Energy 🌞
@CenterPoint

...

Our crews are working to stay cool and hydrated as they face high temperatures and humidity in our restoration efforts.



9:45 AM · 7/12/24 · 44K Views

11 Reposts 13 Quotes 145 Likes 4 Bookmarks

CenterPoint Energy reposted



Office of Homeland Security & Eme...
@ReadyHarris

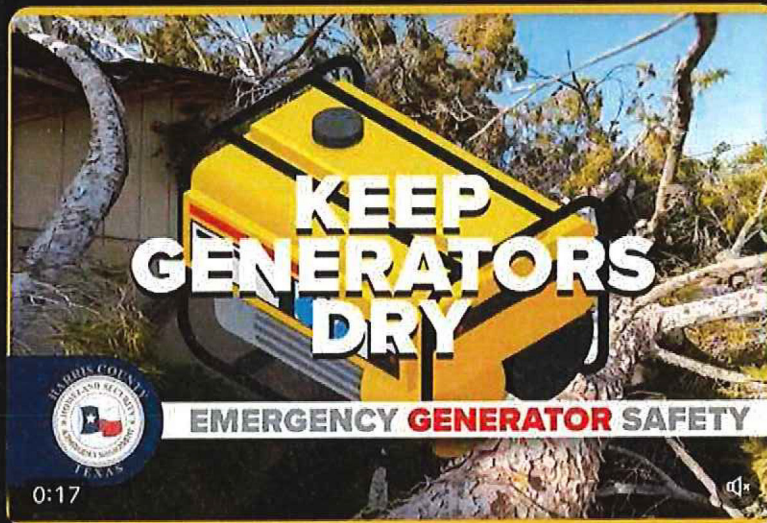
Follow

...

NEVER bring a generator indoors and remember these safety tips:

- Keep generators dry
- Never overload your generator
- Follow manufacturer operating instructions

[#Beryl](#)



5:41 PM · 7/11/24 · 20K Views

5 Reposts 1 Quote 16 Likes 6 Bookmarks



CenterPoint Energy ⚡
@CenterPoint



Staging sites serve as a central location for large restoration events which require coordination and collaboration among several groups. Here's a birds' eye view of a day of activities at one of the 18 sites we have set up across our electric service area.



10:28 AM · 7/12/24 · **49K** Views

16 Reposts **13** Quotes **147** Likes **11** Bookmarks



CenterPoint Energy 🌟

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Our crews are on location in Magnolia tackling downed powerlines.




10:40 AM · 7/12/24 · **71K** Views

13 Reposts **4** Quotes **233** Likes **6** Bookmarks

CenterPoint Energy reposted



Houston OEM 
@HoustonOEM

Follow



Need A/C? A cooling center is just a phone call away. Call 311 for a list of nearby facilities where you can take a break from the heat. The City will even provide free transportation if necessary. Don't forget to download the 311 app for superior service.

**Call 311 to get a free ride to
a cooling center**



**STAY INFORMED
HOUSTONOEM.ORG**



OEM
Office of Emergency Management

11:30 AM · 7/11/24 · **142K** Views



CenterPoint Energy 🌟
@CenterPoint

...

Safety is a shared responsibility, and contacting 811 before digging during clean-up efforts from Beryl, such as replacing fencing or downed trees that may be placed near underground utilities, is essential. Doing so protects the people who dig and the entire community by preventing damage to infrastructure. [#811beforeyoudig](#)



In the aftermath of a devastating event, always contact 811 before digging or disturbing the ground.

After a disaster, clean up safely



Protect your community,
and call 811 before digging.
[Learn more at call811.com](#)

12:09 PM · 7/12/24 · 23K Views



CenterPoint Energy 🏆

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Yesterday, mutual assistance crews worked on San Luis Pass Rd in Galveston repairing damage caused by Hurricane Beryl. Work continues to restore power to impacted customers on the island.



12:20 PM · 7/12/24 · **24K** Views

2 Reposts **1** Quote **52** Likes **2** Bookmarks



CenterPoint Energy 

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Our crews are out! They are working in West Houston replacing damaged poles. We continue focusing on making a safe restoration for our customers.



12:35 PM · 7/12/24 · **37K** Views

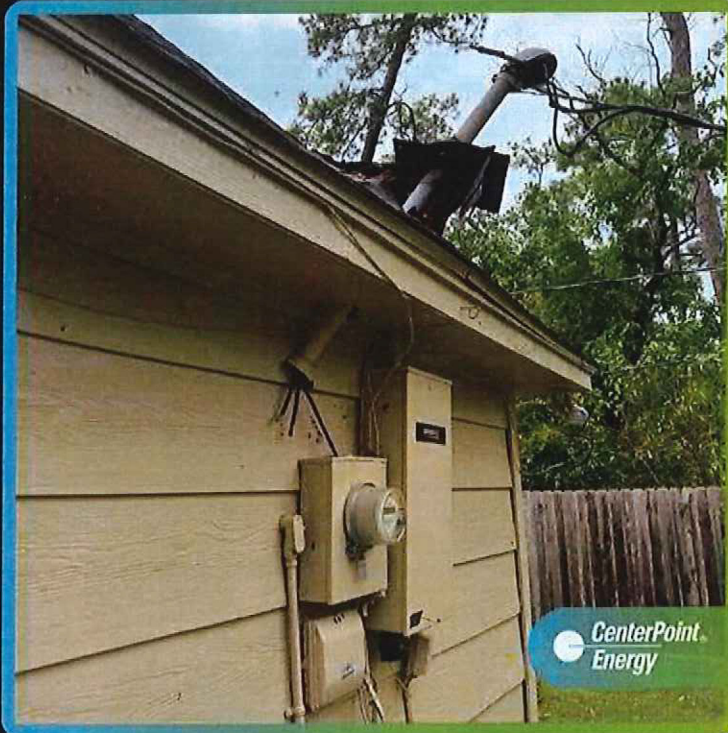
7 Reposts **5** Quotes **68** Likes **4** Bookmarks



CenterPoint Energy 🌞
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Have you checked your weatherhead? The customer is responsible for repairs if there is damage to customer-owned equipment like the meter box or weatherhead -- the point where the line enters the home through a pipe. Be sure to check your equipment, as it will need to be repaired by an electrician before service can be restored.



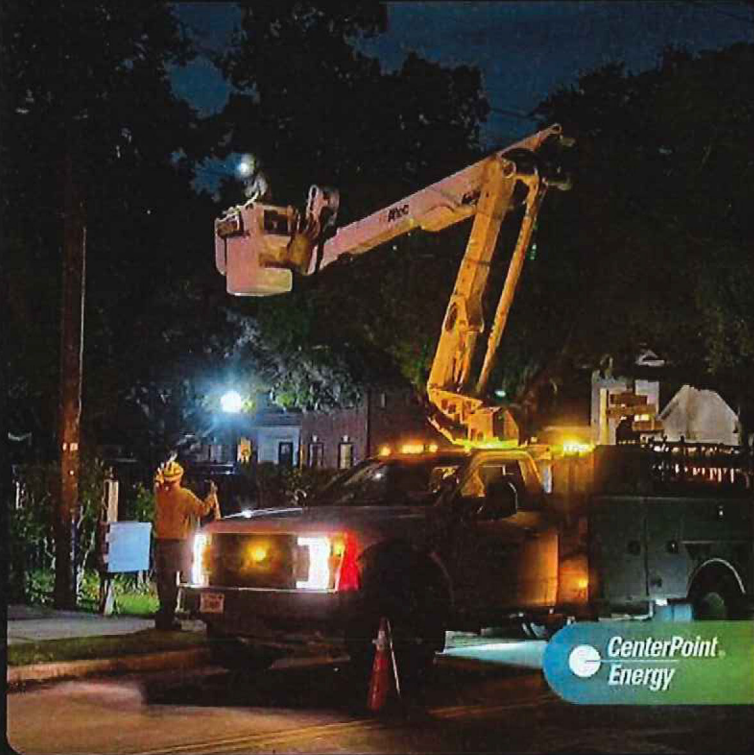
12:54 PM · 7/12/24 From Earth · 58K Views



CenterPoint Energy 🌟
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CenterPoint Energy CEO Jason Wells provides an update on the tremendous efforts by our crews to restore power as safely and as quickly as possible. Read it here: centerpointenergy.com/en-us/corporat...



1:36 PM · 7/12/24 · 46K Views

7 Reposts 12 Quotes 64 Likes 5 Bookmarks



CenterPoint Energy 🌟

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Houston, we understand your frustrations and our crews are working hard to get your power restored as safely and as quickly as possible.



2:11PM · 7/12/24 · **192K** Views

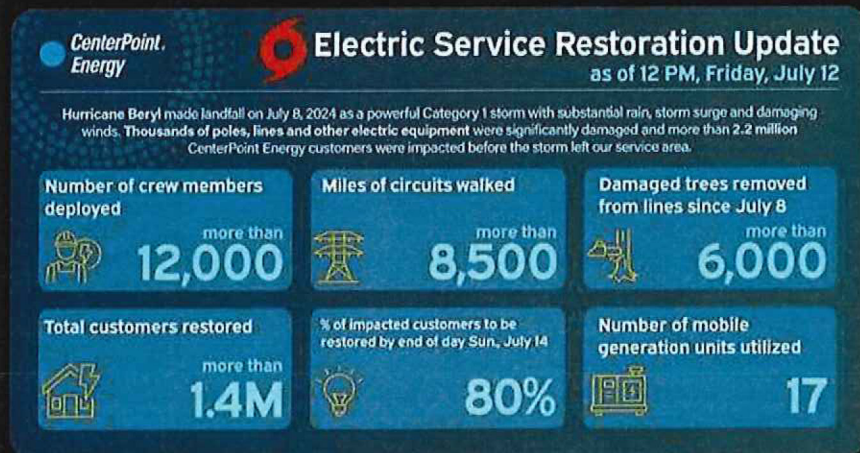
50 Reposts **74** Quotes **839** Likes **48** Bookmarks



CenterPoint Energy 
@CenterPoint

...

Since Monday, crews have replaced over 2,000 poles and addressed damage from more than 6,000 trees impacting lines and other electrical equipment. They'll continue their work until every impacted customer is back online. Additionally, we'll be providing estimated restoration dates today for substantially all impacted customers who haven't already received one. Read our latest update: centerpointenergy.com/en-us/corporat... [#hounews](#)



2:41 PM · 7/12/24 · **69K** Views

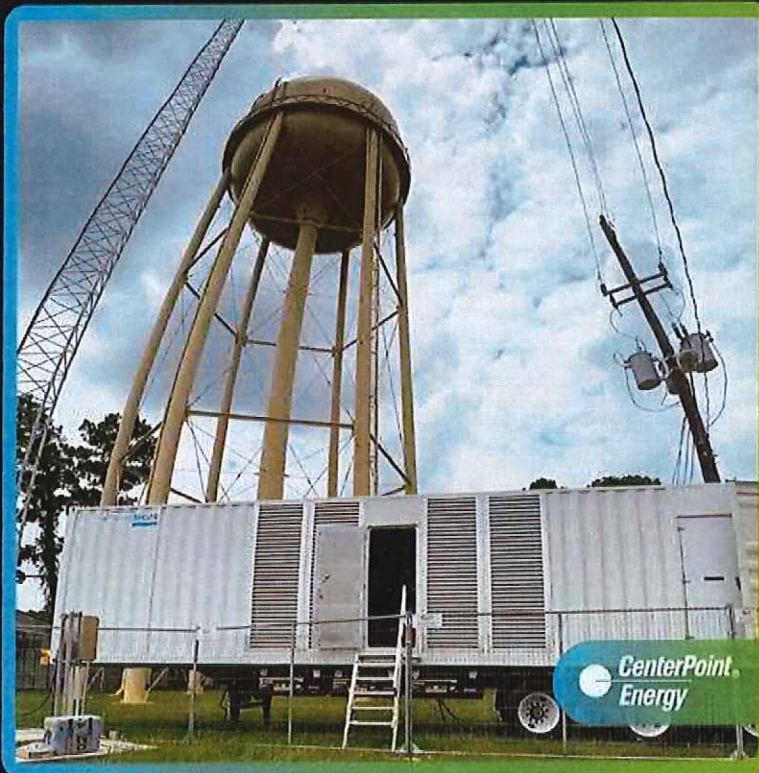
20 Reposts **19** Quotes **154** Likes **17** Bookmarks



CenterPoint Energy 🌟
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...

To assist our customers in the Humble area, we have deployed a mobile generation unit to a water treatment facility in the City of Humble.



3:10 PM · 7/12/24 · 37K Views

4 Reposts 2 Quotes 102 Likes 5 Bookmarks



CenterPoint Energy 🏆
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For safety reasons, our crews pause their work when there is lightning. Today's storm has not caused a significant impact on our restoration. Following the storm, we resumed our restoration activities.



4:42 PM · 7/12/24 · **74K** Views

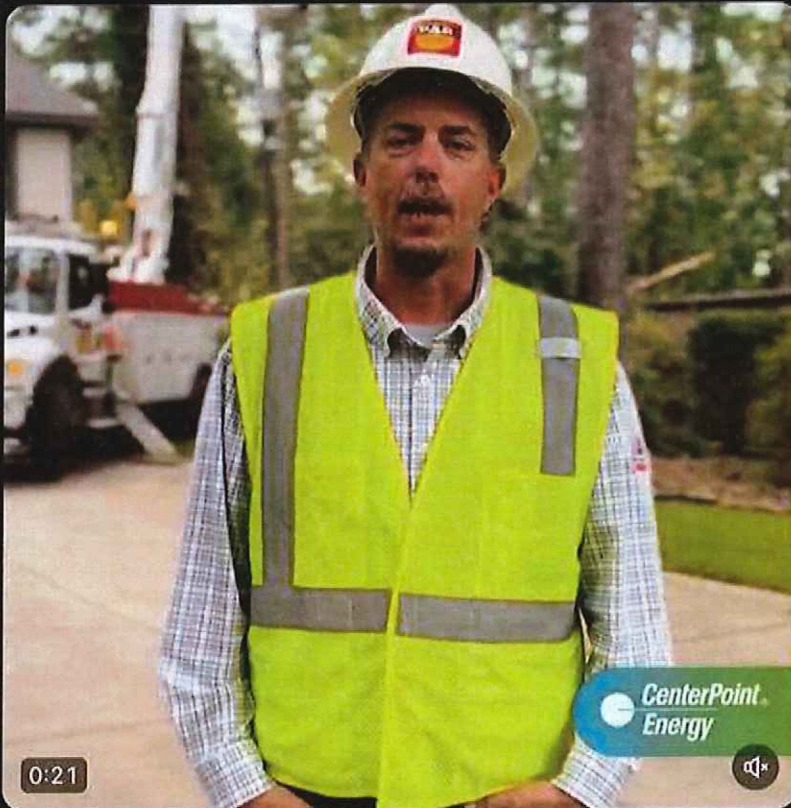
23 Reposts **12** Quotes **271** Likes **16** Bookmarks



CenterPoint Energy 
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A mutual assistance worker talks about restoration efforts in Kingwood after Hurricane Beryl.



5:03 PM · 7/12/24 · 39K Views

10 Reposts 2 Quotes 124 Likes 4 Bookmarks



CenterPoint Energy 

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We understand how important electricity is to your daily life and our crews are braving the elements to clear debris and restore power to your homes and businesses.



5:31 PM · 7/12/24 · **35K** Views

6 Reposts **3** Quotes **96** Likes **4** Bookmarks



CenterPoint Energy

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...

Thanks [@houstonpolice](#) for the support and reminder to be cautious around our restoration crews. Please do not approach them and give them plenty of room to safely make repairs as they work to restore electric service in our communities.




Houston Police @houstonpolice · 4d

Heads up Houston: Crews are currently out in neighborhoods working to restore power. Please allow them to do their jobs safely and help us show neighborly love to the crews from out of town who are assisting in this effort.

5:44 PM · 7/12/24 From Earth · **45K** Views

3 Reposts **3** Quotes **56** Likes **2** Bookmarks



CenterPoint Energy 
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Crews continue working in Baytown replacing equipment and repairing damage caused by Hurricane Beryl.



6:30 PM · 7/12/24 · 34K Views

5 Reposts 4 Quotes 97 Likes 3 Bookmarks



CenterPoint Energy 🌟
@CenterPoint



Replacing an electric pole is no easy task. Our crews are out replacing damaged poles all across our service area. We continue working to turn the power on for our affected customers and appreciate your patience.



7:07 PM · 7/12/24 · 58K Views

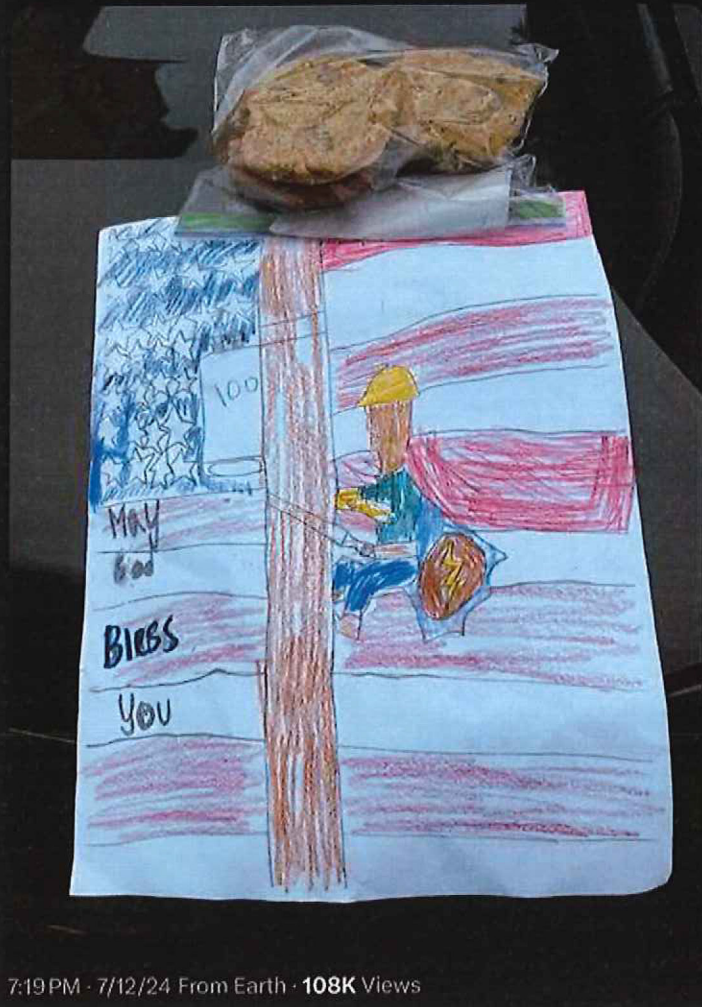
11 Reposts 5 Quotes 196 Likes 11 Bookmarks



CenterPoint Energy 🌞
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...

We're thankful for the kind and uplifting messages we've received from our neighbors.



7:19 PM · 7/12/24 From Earth · 108K Views



CenterPoint Energy 🌟

@CenterPoint



We are on track to restore power to approximately 85% of impacted customers by the end of this weekend despite this afternoon's challenging weather. We expect to provide restoration dates tonight to substantially all impacted customers who have not already received one. Read more on our restoration efforts: centerpointenergy.com/en-us/corporat...

Electric Service
UPDATE



8:56 PM · 7/12/24 · **88K** Views

32 Reposts **27** Quotes **185** Likes **12** Bookmarks



CenterPoint Energy 🌞
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Since Beryl exited the Houston area, our crews have been working up to 16-hour shifts to bring back power. Our CEO, Jason Wells, gives us an overview of our restoration efforts and how we continue to work dilligently to bring back power.



9:11 PM · 7/12/24 · **162K** Views

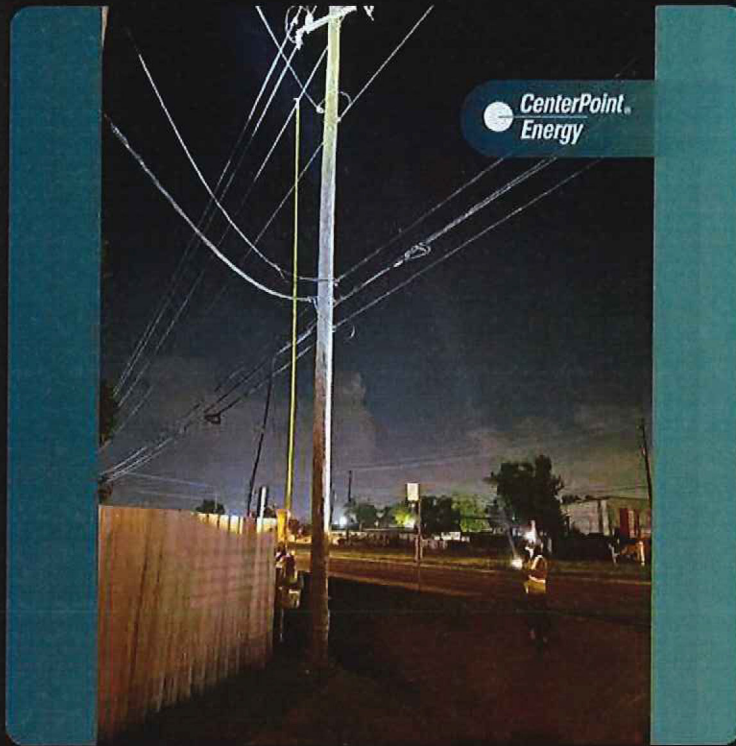
27 Reposts **62** Quotes **208** Likes **32** Bookmarks



CenterPoint Energy 🌟
@CenterPoint

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Linemen will continue throughout the night working to restore power. We are deeply grateful to the men and women who are working tirelessly in hot, humid and stormy conditions to restore power to every last customer.



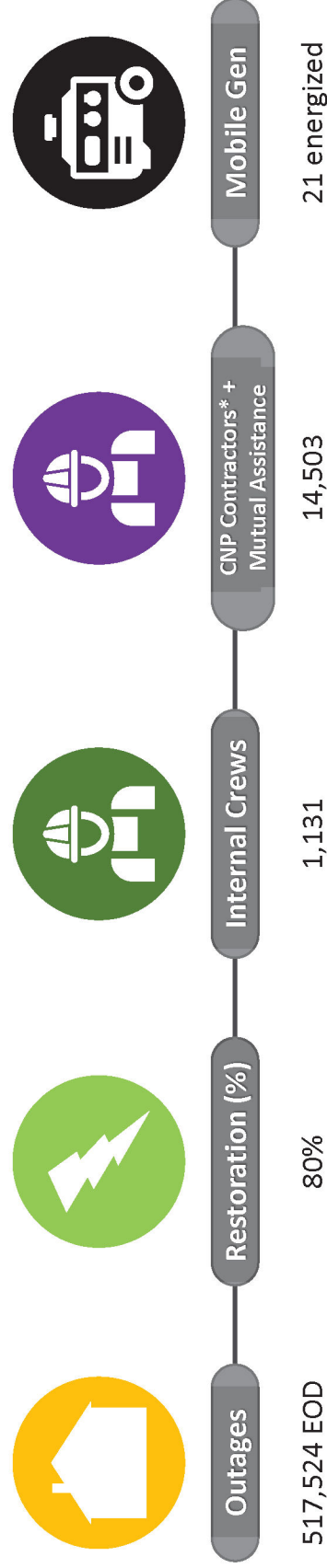
9:45 PM · 7/12/24 · **132K** Views

29 Reposts **24** Quotes **583** Likes **10** Bookmarks

TAB 13

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Saturday July 13, 2024



*CNP contractors are also referred to as native crews



For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

CenterPoint Energy restores service to more than 1.6 million customers impacted by Hurricane Beryl

Houston — July 13, 2024 – CenterPoint Energy crews have continued to make strong progress repairing the electric system despite high temperatures, pop-up thunderstorms and rainy conditions. As of 2 p.m. CT, the company has restored power to more than 1.6 million customers across the Greater Houston area. CenterPoint remains on track to restore approximately 85% of customers by the end of this weekend.

"We know how tough these past several days have been for our customers and our entire team is determined to restore power as safely and as quickly as we can," said Lynnae Wilson, Senior Vice President, Electric Business. "Our crews are working through the heat, storms and rain to address the more than 12,100 downed trees, as well as the impacts of billboards, portions of metal roofs and other debris carried by sustained high winds into poles, lines and other equipment. We are committed to getting the lights back on for those customers who are not yet restored."

In addition, CenterPoint has now provided estimated restoration dates to substantially all remaining customers who have not already received one. CenterPoint's online restoration status tracker is the best and most accurate resource for customers' estimated restoration dates. Please continue to call the company's customer service lines to report safety-related issues.

Important safety reminders

- Stay alert – ask to see a company identification badge before allowing a utility worker in your home.
- You can always call CenterPoint and ask if an employee was authorized to visit your home.
- Always stay at least 35 feet away from downed power lines and damaged electric utility equipment.
- Treat all down and damaged equipment as energized and report it to the company at 713-207-2222 or 800-332-7143.
- CenterPoint is currently experiencing longer than usual hold times across its region. The Customer Service team is only accepting calls for electric and natural gas emergencies at this time.
- If using a portable generator, place in a well-ventilated area and never run it inside to avoid a dangerous build-up of carbon monoxide.
- Crews are working to safely restore electric service for you and your family; please be cautious around restoration crews and give them plenty of room to safely assess damage and make repairs.

CenterPoint's electric customers are encouraged to enroll in [Power Alert Service®](#) to receive outage details and community-specific restoration updates as they become available. For information and updates, follow [@CenterPoint](#) for updates during inclement weather events.

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For Immediate Release





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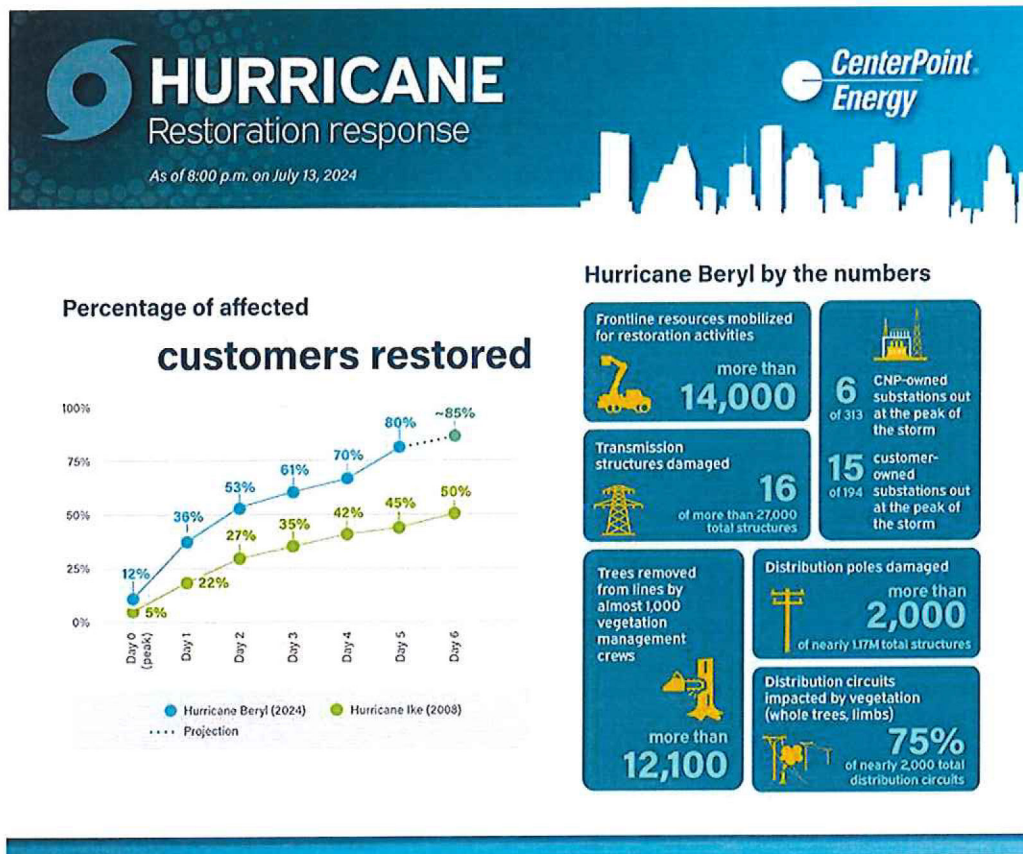
For Immediate Release

CenterPoint Energy surpasses prior restoration target, restoring 80% of impacted customers

Houston — July 13, 2024 – CenterPoint Energy has restored electricity to nearly 1.8 million customers. The company has now restored 80% of customers impacted by Hurricane Beryl and is on track to restore power to approximately 85% by the end of this weekend.

CenterPoint has now provided estimated restoration dates to substantially all customers who are without power. As work progresses, the company may be able to restore power sooner than expected. To date, CenterPoint has largely restored customers by the estimated dates provided to them in the restoration tracker, and in many cases, earlier than expected.

"We are grateful to our crews for their tremendous efforts to remove downed trees and repair damaged infrastructure, which has resulted in getting the lights back on for 80% of our impacted customers and at a pace faster than we previously expected," said Lynnae Wilson, Senior Vice President, Electric Business. "We know there is more work to be done and are laser-focused on restoring our remaining impacted customers as safely and quickly as possible."





For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

Supporting Our Communities

To support our local communities during this challenging time, the CenterPoint Foundation is making contributions to the Salvation Army, Houston Food Bank, American Red Cross of Coastal Bend, American Red Cross of Coastal Plains, 4B Disaster Response in Galveston, and Brazoria counties, Combined Arms and Catholic Charities. CenterPoint has also continued to work hand-in-hand with community partners to position mobile generation at cooling centers, hospitals, senior living facilities, medicine storage facilities and water treatment plants.

CenterPoint's electric customers are encouraged to enroll in Power Alert Service® to receive outage details and community-specific restoration updates as they become available. For information and updates, follow @CenterPoint for updates during inclement weather events.

###



Check your weatherhead for damage

CenterPoint Energy crews, contractors and mutual assistance resources continue to work around-the-clock to restore power as safely and quickly as possible.

In addition to damaging CenterPoint's electric infrastructure and equipment, severe weather may have caused damage to customer-owned equipment. If your home is served by overhead power lines, please check your [weatherhead](#) – the point where power enters the home through an electric service drop, which is often a pipe located on the side of the residence or building. If the equipment is damaged, you will need to contact a qualified electrician to make repairs before we can restore your service.

Our ongoing assessments and repairs will help us provide you with more information based on your service area. Visit our [online page](#) to identify which service area you are a part of and view updates for your area.



- View our [restoration status tracker](#) to stay informed about our efforts. We will update these maps as we receive more information.
- If your area is showing as green in the map and you still don't have power, you may have a [nested outage](#), which occurs when our systems indicate power was restored to equipment in your area, but your home may be impacted by a more localized issue. If this is the case, we ask you to please reach out to us to report your outage at [CenterPointEnergy.com/PowerOut](#).
- For more information visit our [Storm Center](#) and follow us on [X](#) (formerly Twitter) for real-time updates. Be sure to enroll in our [Power Alert Service](#)® for outage details, estimated restoration times and community-wide updates.

[Lea esto en español](#)

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CenterPoint Energy 🌟
@CenterPoint



Yesterday, mutual assistance crews worked in Channelview repairing damage from Hurricane Beryl. Work continues to restore service to impacted customers.



9:06 AM · 7/13/24 · **65K** Views

16 Reposts **3** Quotes **160** Likes **11** Bookmarks



CenterPoint Energy ✓

@CenterPoint



Specialized equipment like the one pictured here enables our crews to work in confined spaces and remove debris.



10:18 AM · 7/13/24 · **17K** Views

3 Reposts **2** Quotes **40** Likes **1** Bookmark



CenterPoint Energy 🌞
@CenterPoint

...

Our crews are working to restore power to our customers located in Cypress.



10:27 AM · 7/13/24 From Earth · **29K** Views

8 Reposts **3** Quotes **110** Likes



CenterPoint Energy 🌞
@CenterPoint

...

Working together to restore our communities with the help of our mutual assistance crews from across the country!



10:45AM · 7/13/24 · **23K** Views

10 Reposts **84** Likes



CenterPoint Energy ⚙️
@CenterPoint



Emergency backup mobile generation units have been deployed to provide temporary power to places like cooling centers, health care facilities and other critical centers. We continue to mobilize all our available resources to help impacted customers.



11:00 AM · 7/13/24 · **20K** Views

6 Reposts **1** Quote **60** Likes **1** Bookmark



CenterPoint Energy 🌟

@CenterPoint



In the Willowbrook area, crews are working to repair electric poles and lines that took a major hit from debris in the aftermath of Hurricane Beryl.



11:13 AM · 7/13/24 From Earth · **48K** Views

11 Reposts **8** Quotes **135** Likes **8** Bookmarks



CenterPoint Energy 🏆

@CenterPoint



We greatly appreciate our crews, mutual assistance partners, vegetation professionals and everyone behind the scenes who has been working tirelessly to bring back power to our affected customers.



11:30 AM · 7/13/24 · **28K** Views

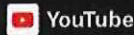
7 Reposts **1** Quote **130** Likes **2** Bookmarks



CenterPoint Energy 🌞
@CenterPoint



Threats continue to be made against our crews and employees, which are counterproductive and only hinder our restoration efforts. Our CEO Jason Wells stresses the importance of keeping our crews safe to keep up our restoration pace.



CenterPoint Energy CEO Jason Wells addresses the importance of our...

Threats continue to be made against our crews and employees, which are counterproductive and only hinder our restoration efforts. Our CEO Jason Wells stresse...

Last edited 12:25 PM · 7/13/24 · 204K Views

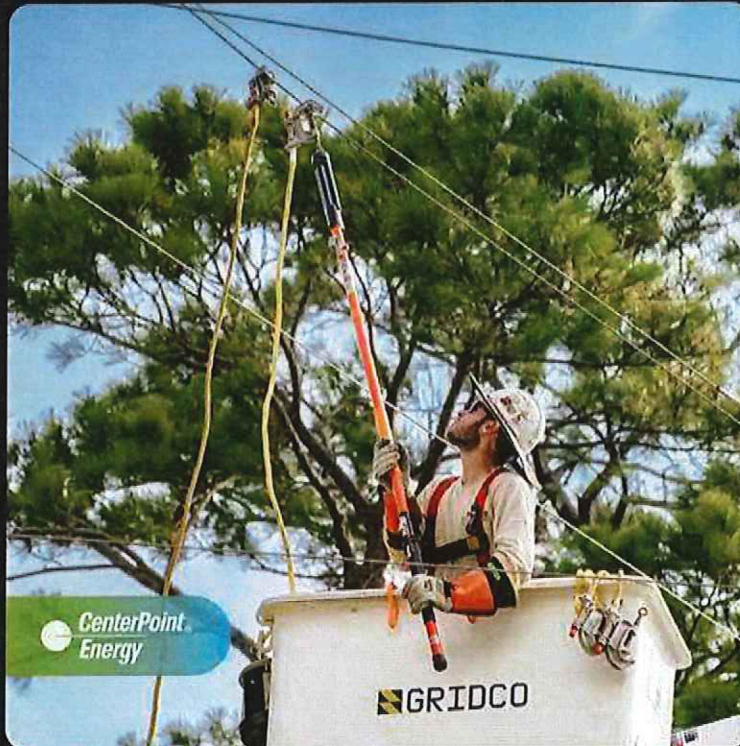
105 Reposts 114 Quotes 535 Likes 94 Bookmarks



CenterPoint Energy 🌟
@CenterPoint

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Efforts continue! Our first priority is safely getting the lights back on. Linemen are working hard to restore power across Houston communities repairing distribution poles, overhead conductors and other critical equipment.



12:50 PM · 7/13/24 · 21K Views

6 Reposts 5 Quotes 47 Likes 1 Bookmark

CenterPoint Energy reposted



Greater Houston Partnership
@GHPartnership

Follow



The Greater Houston region has seen more than 12,000 workers tirelessly putting in over 16 hour shifts to restore power to our community. Your dedication is truly inspiring and we deeply appreciate your hard work.

To everyone in the community, please continue to maintain a respectful distance, allowing these professionals to perform their duties safely in order to restore power as quickly as possible.

For those still impacted, please access the following resources to stay safe and informed.

Power Outage Tracker: ow.ly/f1C650SAVe4

Cooling centers: ow.ly/34lo50SAVe5

Live Updates: ow.ly/yrpi50SAVeh

Report Fallen Trees/Branches: Call 311



CenterPoint Energy and City of Houston

12:41 PM · 7/13/24 · 22K Views

13 Reposts 1 Quote 93 Likes 5 Bookmarks



CenterPoint Energy 🌟
@CenterPoint



To restore power, we oftentimes have to remove vegetation that is obstructing access to our equipment, which can make the situation more challenging. We continue working tirelessly to make a full restoration to our impacted customers.



1:20 PM · 7/13/24 · **34K** Views

9 Reposts **10** Quotes **95** Likes **3** Bookmarks



CenterPoint Energy 🌞
@CenterPoint




Look for damage to your weatherhead. If your customer-owned equipment such as a weatherhead or meter box is damaged, it will require repair from an electrician before power can be restored safely.



2:33 PM · 7/13/24 From Earth · **21K** Views

8 Reposts **45** Likes **8** Bookmarks



CenterPoint Energy 
@CenterPoint



Our crews are working through the heat, storms and rain to address the more than 12,100 downed trees, as well as the impacts of billboards, portions of metal roofs and other debris carried by sustained high winds into poles, lines and other equipment. We are committed to getting the lights back on for those customers who are not yet restored. Read our latest update:

centerpointenergy.com/en-us/corporat...



2:57 PM · 7/13/24 · 25K Views

6 Reposts 48 Likes 1 Bookmark



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...

Since Monday afternoon, our tree crews removed more than 12,100 trees so that we can access equipment to restore power. This was done with approximately 955 tree crews for an average of seven trees per crew per day.



3:05 PM · 7/13/24 · 23K Views

4 Reposts 49 Likes



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...

Hurricane Beryl packed a punch. To help people better understand why this hurricane was so impactful, meteorologists and other experts have been weighing in.

What the experts say



Hurricane Beryl, July 2024

"This was the **most widespread damaging wind** in the Houston Metro, likely since Hurricane Ike in 2008, with similar wind impacts in a lot of places."

Jonathan Porter
AccuWeather Chief Meteorologist - 7/9/2024

"The damage was more representative of a high end Cat 1 or even a Cat 2, particularly because of how long it lasted as it came inland..." "If Beryl was a Category 3 in the Gulf and it came in weakening to a Category 1, I would argue the damage would be substantially less because it's already in the decline."

Matt Lanza, editor and meteorologist for Space City Weather - 7/10/2024

"One of many issues with a storm intensifying up until landfall like **#HurricaneBeryl** is the maintenance of strong winds + structure well inland. Unfortunately, **#Houston** is experiencing this phenomenon right now with 7+ more inches of rain expected + 70+ mph winds on the ground."

Kieran Bhasa, Senior Vice President at Guy Carpenter - 7/8/2024

"In its final landfall, Beryl hit Texas as a Category 1 hurricane with **80 mph** sustained winds. It maintained that intensity over the Matagorda and Houston areas for hours, resulting in a massive power...The storm also spawned more than 100 tornado warnings, the most ever for a single day in July."

David Parkinson, CBS News senior weather producer - 7/12/2024


"Beryl maintained its **hurricane-force strength** as its stronger right-hand side moved directly over central Houston, bringing the city some of its **strongest winds since Hurricane Ike** in 2008."

Jeff Masters
Ph.D., worked as a hurricane scientist with the NOAA - 7/8/2024

Last edited 3:49 PM · 7/13/24 · **192K** Views

18 Reposts **39** Quotes **94** Likes **13** Bookmarks



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...


Mutual assistance crews working together to restore a series of poles impacted by Hurricane Beryl



4:33 PM · 7/13/24 · 31K Views

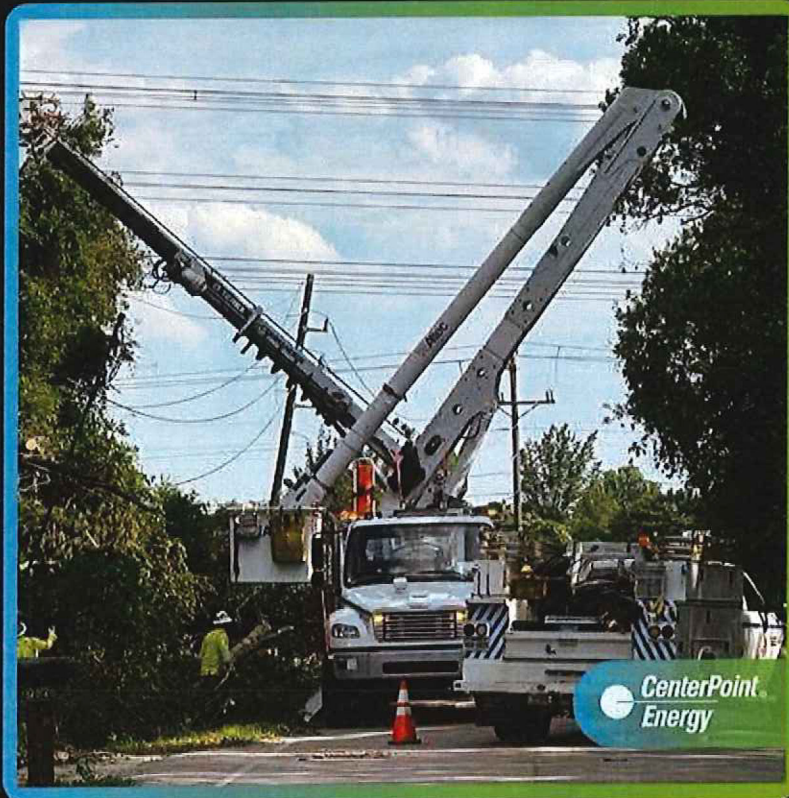
9 Reposts 2 Quotes 91 Likes 2 Bookmarks



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...

Here, our crews are in Greenspoint working to restore power.



6:26 PM · 7/13/24 · 27K Views

8 Reposts 4 Quotes 84 Likes 4 Bookmarks



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Making progress to serve our customers. We appreciate the diligence of our crews throughout our restoration efforts.



7:00 PM · 7/13/24 · **25K** Views

4 Reposts **2** Quotes **60** Likes



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Have you checked if your weatherhead is damaged? If your area is showing as green in the map and you still don't have power, you may have a nested outage, which occurs when our systems indicate power was restored to equipment in your area, but your home may be impacted by a more localized issue. If this is the case, we ask you to please reach out to us to report your outage at CenterPointEnergy.com/PowerOut.

youtube.com/watch?v=17hQM1...

8:00 PM · 7/13/24 · **35K** Views

8 Reposts **4** Quotes **45** Likes **10** Bookmarks



CenterPoint Energy 
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...

We are grateful to our crews whose tremendous efforts have resulted in getting the lights back on for 80% of our impacted customers and at a pace faster than we previously expected. We know there is more work to be done and are laser-focused on restoring our remaining impacted customers as safely and quickly as possible. Read our latest update: centerpointenergy.com/en-us/corporat...



HURRICANE

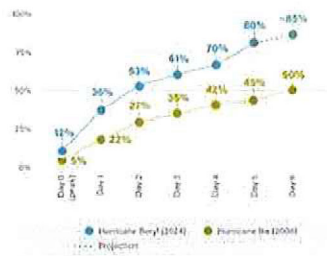
Restoration response

As of 8:00 p.m. on July 13, 2024

CenterPoint
Energy



Percentage of affected customers restored



Hurricane Beryl by the numbers



9:04 PM · 7/13/24 From Earth · 43K Views

11 Reposts 11 Quotes 80 Likes 8 Bookmarks

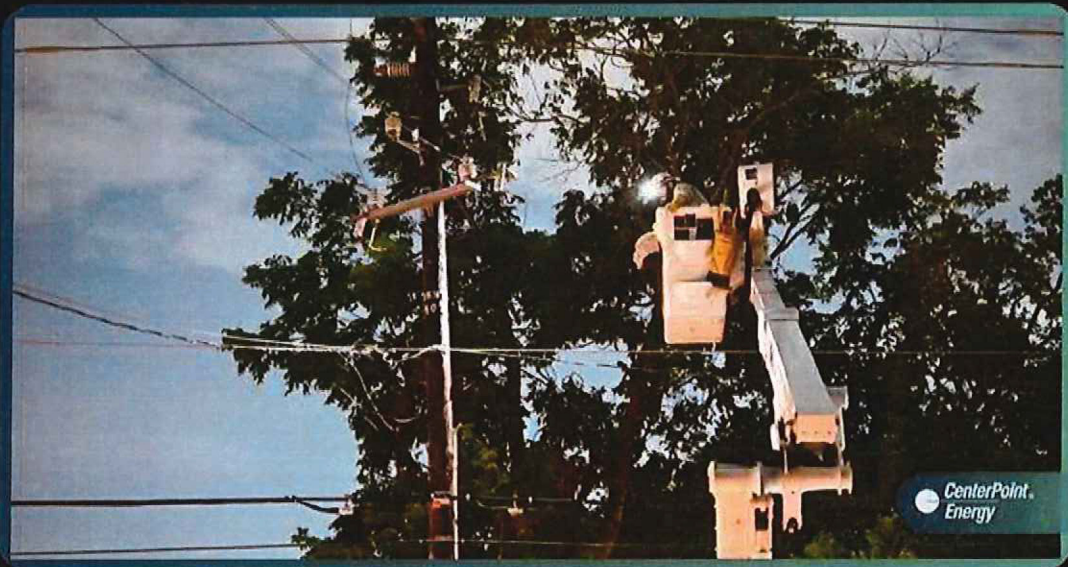


CenterPoint Energy ✓

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We know how tough these past several days have been for our customers and our crews will continue their restoration efforts into the night.



9:15 PM · 7/13/24 · **49K** Views

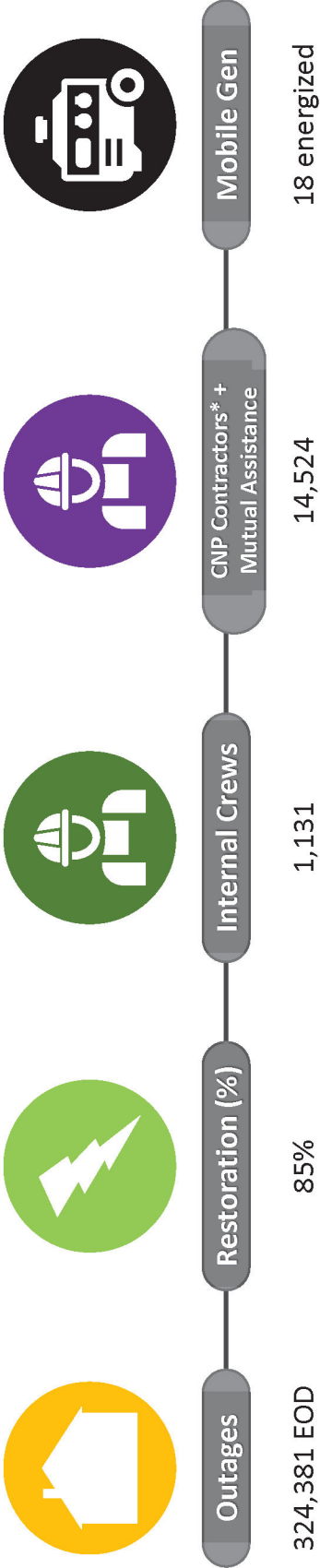
5 Reposts **6** Quotes **130** Likes **2** Bookmarks

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TAB 14

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Sunday July 14, 2024



*CNP contractors are also referred to as native crews

Figures are not final and are subject to review.



For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

CenterPoint Energy now expects to restore 90% of impacted customers by the end of the day Monday

Houston — July 14, 2024 – CenterPoint Energy has now restored electricity to more than 1.8 million customers impacted by Hurricane Beryl. The company is tracking ahead of prior expectations to restore 85% by the end of the weekend and now expects to restore power to 90% of impacted customers by the end of day Monday.

Dedicated restoration crews have continued working night and day through the weekend, resulting in the fastest restoration in the company's history. CenterPoint crews are converging on areas with significant structural damage as well as localized outages, deploying crews, equipment and mobile generation solutions to restore customers as safely and quickly as possible. At this time, the company has provided restoration dates to substantially all customers and is working to restore customers sooner than expected, wherever possible.

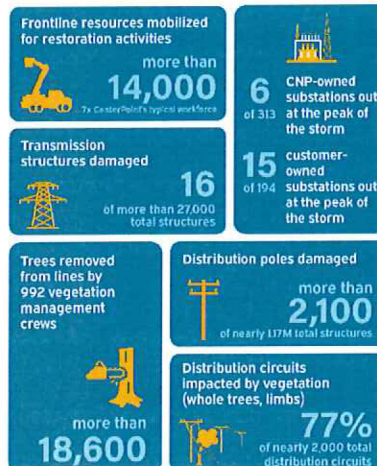
"Our crews are doing extraordinary work in neighborhoods across Greater Houston and have continued to accelerate restoration despite challenging conditions as thunderstorms rolled through Houston late yesterday," said Lynnae Wilson, Senior Vice President, Electric Business. "Looking ahead, we know those customers who are not yet restored are counting on us, and we are committed to working until we get their lights back on."



Percentage of affected customers restored



Hurricane Beryl by the numbers





For more information, contact
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For Immediate Release

Important safety reminders

- Stay alert – ask to see a company identification badge before allowing a utility worker in your home.
- Always stay at least 35 feet away from downed power lines and damaged electric utility equipment.
- Treat all down and damaged equipment as energized and report it to the company at 713-207-2222 or 800-332-7143.
- CenterPoint is currently experiencing longer than usual hold times across its region. The Customer Service team is only accepting calls for electric and natural gas emergencies at this time.
- If using a portable generator, place in a well-ventilated area and never run it inside to avoid a dangerous build-up of carbon monoxide.
- Crews are working to safely restore electric service for you and your family; please be cautious around restoration crews and give them plenty of room to safely assess damage and make repairs.

CenterPoint's electric customers are encouraged to enroll in [Power Alert Service®](#) to receive outage details and community-specific restoration updates as they become available. For information and updates, visit CenterPointEnergy.com/StormCenter and follow [@CenterPoint](#) for updates during inclement weather events.

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For more information, contact
Communications
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For Immediate Release

CenterPoint Energy issues statement and provides restoration update

Houston — July 14, 2024 – CenterPoint Energy has now restored power to more than 85% of impacted customers, ahead of its prior expectations. This represents more than 1.9 million impacted customers. The company remains on track to reach 90% restored on Monday, July 15. CenterPoint continues to direct its 14,000 crew members to restore electricity to those customers who remain without power.

In addition, the company issued the following statement in response to Governor Abbott's press conference:

Our top priority is restoring power to the remaining impacted customers as safely and quickly as possible. Dedicated restoration crews have continued working around-the-clock through the weekend, restoring power at the fastest rate in the company's history. On Monday, July 15, we expect to have restored power to 90% of all impacted customers. Our restoration crews are now converging on remaining areas with significant structural damage as well as localized outages to get the lights back on for those customers who are without power.

We have heard and understand our customers' frustrations, and we are committed to working together with the State, local government, regulators, and community leaders both to help the Greater Houston area recover from Hurricane Beryl and to improve for the future. We are committed to doing a thorough review of our response to support our customers and our communities, especially when they need us most. We know they are counting on us, and we are committed to being there for them.

CenterPoint's Preparedness Ahead of Hurricane Beryl

The company plans for hurricanes and other extreme weather events year-round. CenterPoint had been tracking Hurricane Beryl and prepping for impact for nine days before it made landfall in Texas early Monday, July 8, as a powerful hurricane with wind gusts of up to 97 miles-per-hour. The company took the following steps, among others, to prepare:

- Despite forecasts that the hurricane would largely miss the company's service territory, CenterPoint secured and readied 3,000 crew members and pre-positioned them safely outside of the projected path of the storm. CenterPoint coordinated with utilities across the state to ensure resources were available across the Texas Gulf Coast region.
- As the forecast trajectory changed, the company quickly called on additional mutual assistance resources to substantially increase crews.
- CenterPoint continues to replenish for material needs year-round. Going into this event the company had 15,000 poles on hand and has used a little over 2,100 poles during restoration. The company has more than 17,000 transformers, but this storm has not required significant transformer replacements.



For more information, contact
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For Immediate Release

The company has been investing for years to strengthen the Greater Houston area's resilience to hurricanes and other extreme weather. Over the last five years, CenterPoint has doubled investments in its electric system, including in grid hardening, modernization and resiliency. From 2022 to 2023, the company also increased spending on vegetation management efforts by 32%.

As a result of investment to enhance the resiliency of the transmission system, which is the backbone of CenterPoint's grid, power continued to flow into the Greater Houston area during the storm. This allowed power to be restored more quickly as crews repaired distribution poles and removed over 18,600 trees impacting overhead lines in individual neighborhoods.

Our Response to the Hurricane

The Greater Houston area has not been hit more directly by the "dirty side" of a hurricane since Hurricane Alicia in 1983. The powerful combination of extreme winds with weakened trees and other vegetation caused significant damage to distribution poles, lines and other electrical equipment, and more than 2.2 million CenterPoint Energy customers were impacted before the storm left the company's service area. As Beryl exited the Houston area, CenterPoint crews jumped into action, working in 16-hour shifts to:

- Set up 21 staging sites, the most we have ever set up to support response efforts;
- Assess damage to the system by walking over 8,500 miles of electric lines;
- Remove over 18,600 weakened trees impacting lines, representing over 75% of distribution circuits;
- Repair or replace over 2,100 of over 1.17 million distribution poles; and
- Position mobile generation units at cooling centers, hospitals, senior living facilities, medicine storage facilities and water treatment plants.

Within 48 hours, CenterPoint crews had restored nearly 1 million customers. The strong pace of the restoration is a testament to the company's preparation, investments in the system and, most importantly, the efforts of 14,000 dedicated CenterPoint and mutual assistance crew members who have been working long days in challenging conditions to get the power back on.

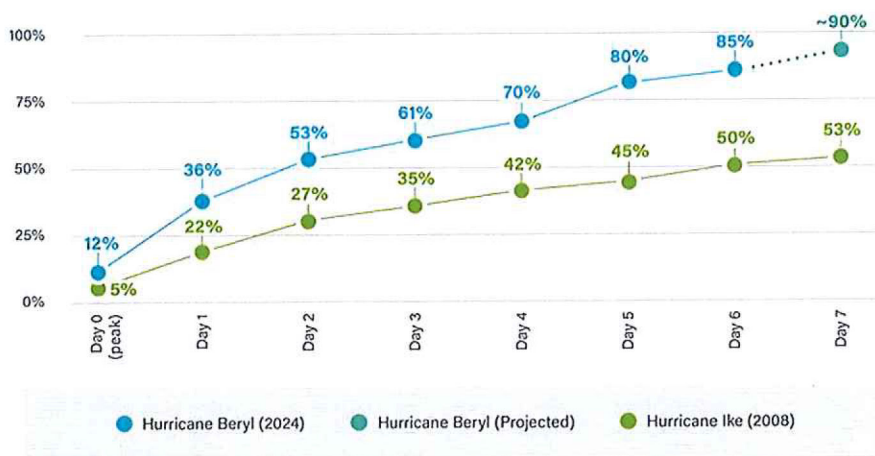


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For Immediate Release



Percentage of affected customers restored



CenterPoint's commitments for the future

The company committed to doing a thorough review of its response to support customers and communities. To that end, CenterPoint has already identified immediate areas of focus following this event, including improving communications with customers, launching a new cloud-based outage tracker that customers can rely on as the best source of information, and engaging communities for feedback to drive improvement to future restoration efforts.

In addition to improving communications with customers, CenterPoint intends to continue investing in the resiliency of its electric system. In April, CenterPoint filed a \$2.7 billion plan to invest in resiliency focused on system hardening, grid modernization, flood mitigation and vegetation management.

Correcting misinformation

There has been significant misinformation in news and social media regarding the payment of mutual assistance crews. Consistent with industry standards that enable the rapid sharing of resources, CenterPoint's mutual assistance contracts are pre-negotiated, including payment terms. Crews have not



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For Immediate Release

and are not being held back due to negotiations on pay. The company reimburses for all costs incurred to provide the assistance, including wages.

CenterPoint's electric customers are encouraged to enroll in Power Alert Service® to receive outage details and community-specific restoration updates as they become available. For information and updates, visit CenterPointEnergy.com/StormCenter and follow [@CenterPoint](https://twitter.com/CenterPoint) for updates during inclement weather events.

###

CenterPoint Energy reposted



Justin Michaels
@JMichaelsNews

...

This cell phone video was shot by mutual aid line workers from out-of-state in Houston to help restore power, and shared with [@weatherchannel](#). This is an example of some of the violence against the line workers being seen around Houston. [@houstonpolice](#) arrested a 38-year-old man for pulling a gun on some of the line workers.



0:19



Last edited 9:14 AM · 7/14/24 · **110K** Views

56 Reposts **30** Quotes **134** Likes **43** Bookmarks



CenterPoint Energy



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Head Lineman CJ speaks on our restoration efforts.



10:24 AM · 7/14/24 · **30K** Views

11 Reposts **8** Quotes **156** Likes **8** Bookmarks



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...

Our teams at Legacy Stadium and Rhodes Stadium staging sites in Katy donated fresh breakfast foods to the Katy Fire Department No.1. Thank you for supporting our restoration efforts!



11:55 AM · 7/14/24 · 14K Views

2 Reposts 34 Likes



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Our crews are out early working to get our customers in Galveston restored.



12:35 PM · 7/14/24 · 21K Views

8 Reposts 1 Quote 82 Likes 1 Bookmark



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...


While we are tracking ahead of prior expectations to restore 85% by the end of the weekend and expect to restore power to 90% of impacted customers by the end of day Monday, we know those customers who are not yet restored are counting on us, and we are committed to working until we get their lights back on. Read our latest update: centerpointenergy.com/en-us/corporat...



1:05 PM · 7/14/24 · 48K Views

20 Reposts 11 Quotes 120 Likes 12 Bookmarks



CenterPoint Energy 
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...

Crews are working to restore customers sooner than expected, wherever possible and are converging on areas with significant structural damage. Read CenterPoint Energy CEO Jason Wells update on our efforts: centerpointenergy.com/en-us/corporat...



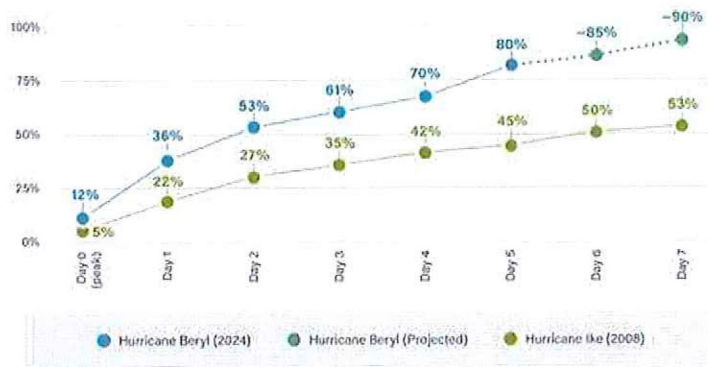
HURRICANE BERYL

Restoration response

As of 12:00 p.m. on July 14, 2024



Percentage of affected customers restored



1:26 PM · 7/14/24 · 40K Views

13 Reposts 15 Quotes 61 Likes 9 Bookmarks



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On Monday, July 15, we expect to have restored power to 90% of all impacted customers. Our restoration crews are now converging on remaining areas with significant structural damage as well as localized outages to get the lights back on for those customers who are without power. Read our latest update: centerpointenergy.com/en-us/corporat...

Electric Service **UPDATE**



8:53 PM · 7/14/24 · **43K** Views

15 Reposts **13** Quotes **119** Likes **8** Bookmarks



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Restoration work continues thanks to the efforts of 14,000 dedicated CenterPoint Energy and mutual assistance crew members who have been working long days in challenging conditions to get the power back on.



9:20 PM · 7/14/24 · **31K** Views

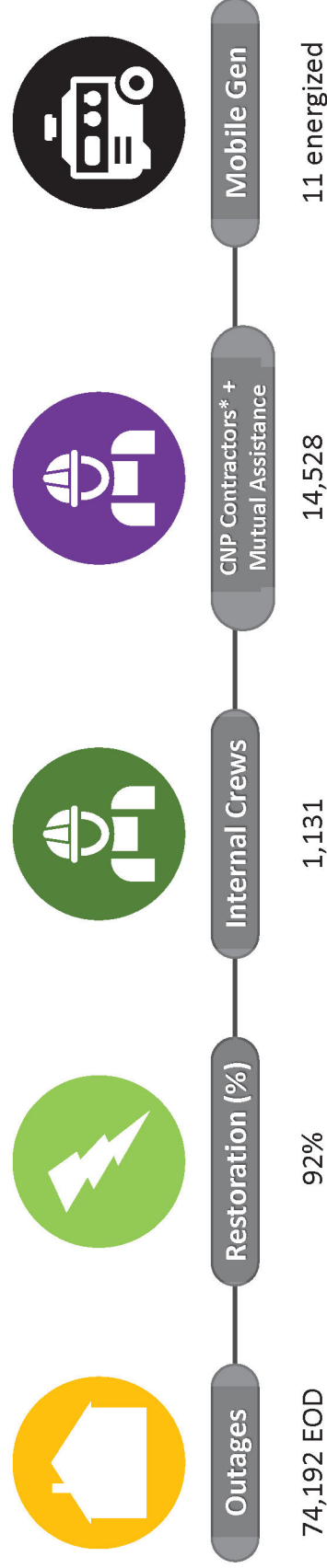
18 Reposts **5** Quotes **146** Likes **2** Bookmarks

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TAB 15

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Monday July 15, 2024





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For Immediate Release

CenterPoint Energy has restored power to 92% of impacted customers

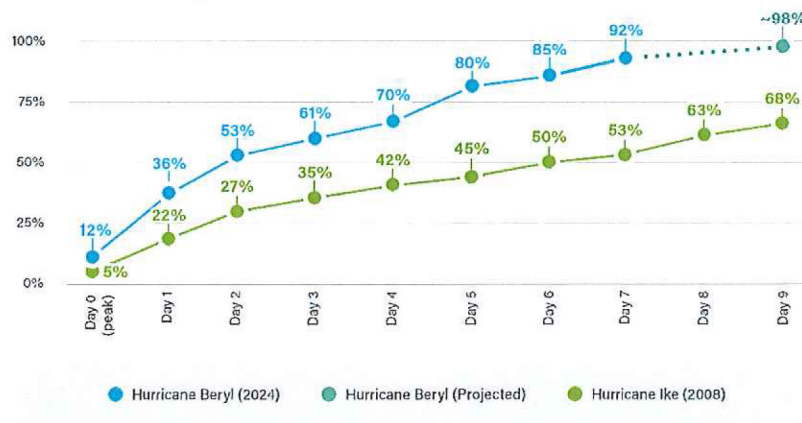
Houston — July 15, 2024 – CenterPoint Energy has now restored power to 92% of impacted customers and remains on track to restore electricity to approximately 98% of impacted customers by the end of day on Wednesday, July 17. The company now expects to restore power to all customers who can receive power by Friday, July 19.

“We are grateful to our crews who have restored power to our customers at a stronger pace than we have been able to in any hurricane in our history, despite the difficult conditions,” Lynnae Wilson, Senior Vice President, Electric Business. “We continue to work around-the-clock to get our remaining customers back online.”

In addition to damaging CenterPoint's electric infrastructure, Hurricane Beryl may have caused damage to customer-owned equipment. Specifically, customers should check their weatherhead, the point where power enters the home through an electric service drop, which is often a pipe located on the side of the residence or building. If the weatherhead is damaged, crews cannot safely restore service to the home until a licensed electrician has made the necessary repairs. Customers who are served by an underground service will not have a weatherhead, but there may still be damage to their equipment that could require servicing.



Percentage of affected customers restored





For more information, contact
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For Immediate Release

Supporting our communities

CenterPoint has continued to support the communities it serves throughout this challenging time and beyond. Since Hurricane Beryl made landfall, the CenterPoint Energy Foundation has contributed nearly \$1.7 million to disaster relief organizations, including: United Way Relief Fund, Salvation Army, Houston Food Bank, Red Cross Coastal Bend, Red Cross Coastal Plains, and many others. Through the contribution to Salvation Army, specifically, CenterPoint is enabling them to serve 83,000 meals to people in need. The company has also provided more than 90,000 bottles of water to cooling centers and other distribution centers throughout the greater Houston area and is continuing to deliver supplies to meet other immediate needs. CenterPoint has also continued to work hand-in-hand with community partners to position mobile generation at water treatment plants, medical facilities, water facilities, warming and cooling centers and senior living facilities throughout the Greater Houston area.

CenterPoint's electric customers are encouraged to enroll in [Power Alert Service®](#) to receive outage details and community-specific restoration updates as they become available. For information and updates, visit CenterPointEnergy.com/StormCenter and follow [@CenterPoint](#) for updates during inclement weather events.

###



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For Immediate Release

CenterPoint Energy has now restored over 2 million impacted customers, expects to reach approximately 98% restoration by the end of day Wednesday, July 17

Houston — July 15, 2024 – CenterPoint Energy today announced that it has now restored power to over 2 million customers and expects to reach approximately 98% restoration by the end of the day on Wednesday, July 17.

The company is repositioning crews and equipment to address localized outages and areas with significant structural damage to restore electricity to those customers who still remain without power. The company is providing restoration dates to impacted customers and is working to restore customers sooner than expected.

"We are grateful to our customers for their patience as our crews have worked around-the-clock and in difficult conditions to get the lights and air conditioning back on for over 2 million impacted customers as safely and quickly as possible," said Lynnae Wilson, Senior Vice President, Electric Business. "We know the remaining customers are counting on us and are committed to restoring power to all remaining customers able to receive it. As we close in on the remaining outages, customers should ensure that there isn't damage to their weatherheads and are able to receive power."

In addition to damaging CenterPoint's electric infrastructure, severe weather may have caused damage to customer-owned equipment. Specifically, customers should check their weatherhead, the point where power enters the home through an electric service drop, which is often a pipe located on the side of the residence or building. If the weatherhead is damaged, crews cannot safely restore service to the home until a licensed electrician has made the necessary repairs. Customers who are served by an underground service will not have a weatherhead, but there may still be damage to their equipment that could require servicing.

Important safety reminders

- Stay alert – ask to see a company identification badge before allowing a utility worker in your home.
- You can always call CenterPoint and ask if an employee was authorized to visit your home.
- Always stay at least 35 feet away from downed power lines and damaged electric utility equipment.
- Treat all down and damaged equipment as energized and report it to the company at 713-207-2222 or 800-332-7143.



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For Immediate Release

- CenterPoint is currently experiencing longer than usual hold times across its region. The Customer Service team is only accepting calls for electric and natural gas emergencies at this time.
- If using a portable generator, place in a well-ventilated area and never run it inside to avoid a dangerous build-up of carbon monoxide.
- Crews are working to safely restore electric service for you and your family; please be cautious around restoration crews and give them plenty of room to safely assess damage and make repairs.

CenterPoint's electric customers are encouraged to enroll in Power Alert Service® to receive outage details and community-specific restoration updates as they become available. For information and updates, visit CenterPointEnergy.com/StormCenter and follow [@CenterPoint](https://twitter.com/CenterPoint) for updates during inclement weather events.

###



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Many employees shift from their regular functions during large, collaborative and coordinated restoration efforts. Deitra normally works on our Distribution Programs team - hear from her on how she's supporting a safe restoration.



10:22 AM · 7/15/24 · 12K Views

4 Reposts 50 Likes 1 Bookmark



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...

We have restored power to more than 2 million customers and expect to reach approximately 98% restoration by the end of the day on Wednesday, July 17. We are repositioning crews and equipment to address area with significant structural damage to restore those without power. Read more on our restoration efforts: centerpointenergy.com/en-us/corporat...

Electric Service
UPDATE



Last edited 11:12 AM · 7/15/24 · **16K** Views

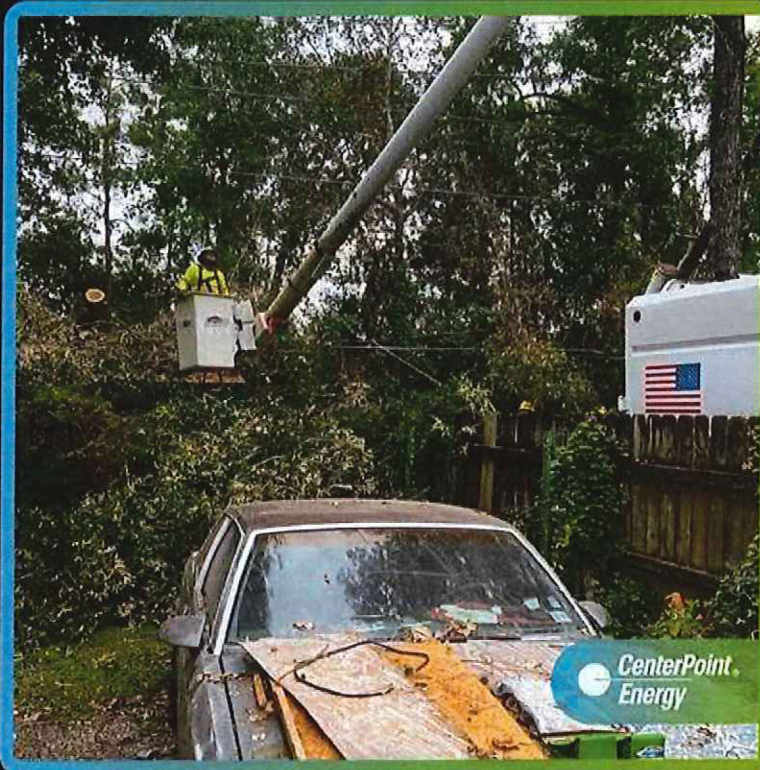
15 Reposts **5** Quotes **73** Likes **5** Bookmarks



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We're thankful to our vegetation management crews for safely removing debris so that restoration work can proceed.



11:29 AM · 7/15/24 · 7K Views

4 Reposts 33 Likes



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Sometimes just getting to the electric poles to make repairs is no easy task. But our crews are determined and continue working tirelessly to get the lights back on. Visit CenterPointEnergy.com/StormCenter to stay updated on our restoration efforts.



11:46 AM · 7/15/24 · **8.5K** Views

3 Reposts **1** Quote **34** Likes **1** Bookmark

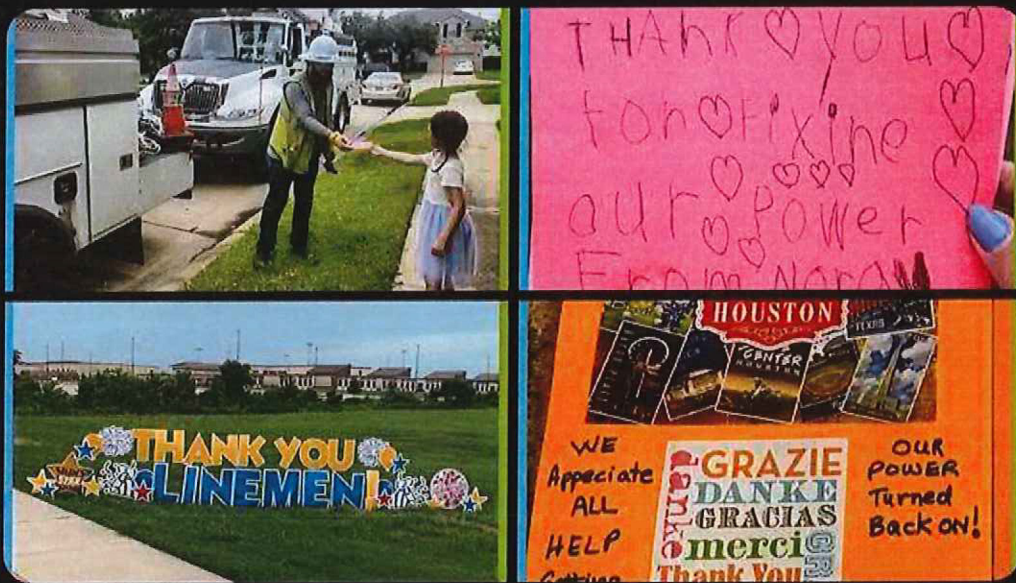


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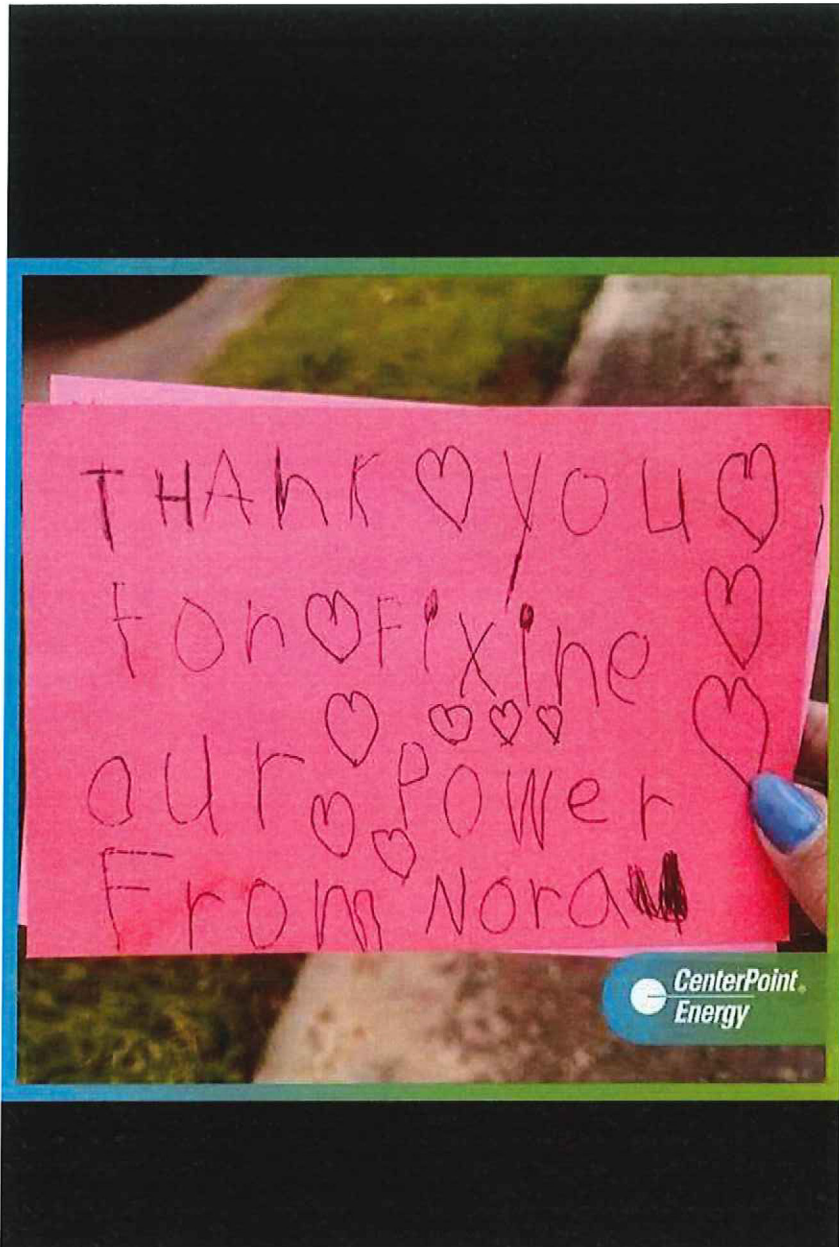
We're so grateful to our communities for their continued support! Here's just a small sample of thank you notes we've received as our crews stay focused on bringing back power to every customer.

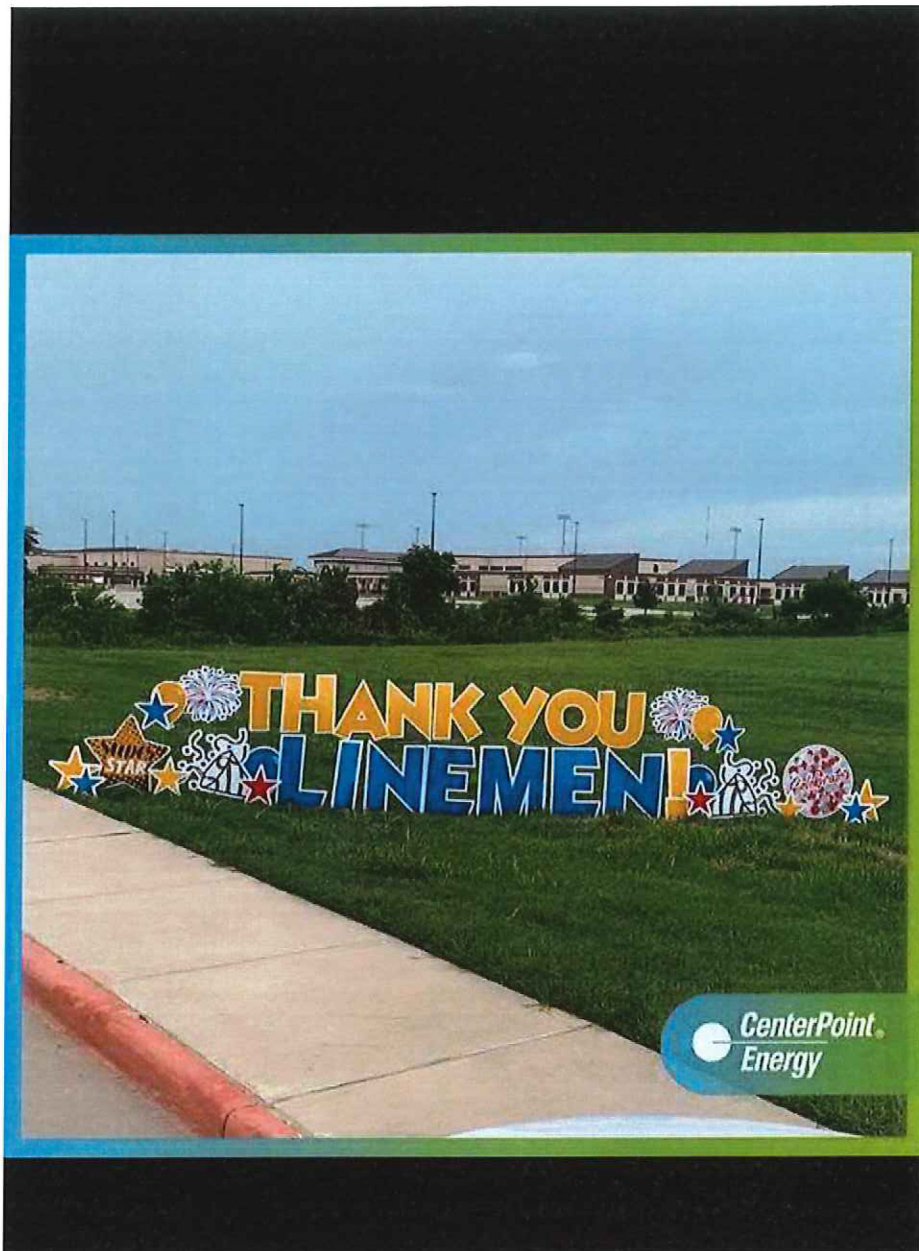


12:45 PM · 7/15/24 From Earth · 6.8K Views

3 Reposts 2 Quotes 29 Likes









WE
Appreciate
ALL
HELP
Getting

GRAZIE
DANKE
GRACIAS
merci
Thank You
GRACIAS
MERCIE
THANK YOU

OUR
POWER
Turned
Back on!

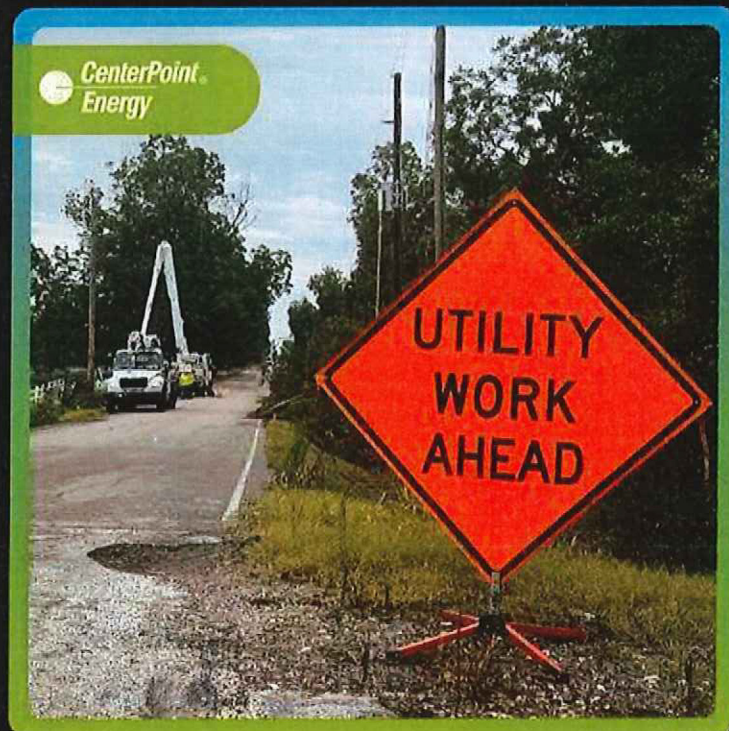




CenterPoint Energy 🌞
@CenterPoint

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As restoration efforts continue across our service areas, we want to remind you that if you see our linemen, to please keep your distance and allow them to do their job to ensure a safe restoration. We greatly appreciate all who have uplifted us during these times and ask for your help in keeping them safe as they work hard on our behalf.



1:09 PM · 7/15/24 From Earth · 6.7K Views